

COMPLAINT DISPOSITION SUMMARY January 20, 2011

| | <u>January 2011</u> | <u>January 2010</u> | <u>2010</u> | <u>2009</u> | <u>2008</u> | <u>2007</u> | <u>2006</u> |
|-------------------------------|-------------------------|-------------------------|-------------|-------------|-------------|-------------|-------------|
| Complaints Received | 11 | 36 | 130 | 129 | 128 | 99 | 82 |
| Complaint Dispositions | <u>53</u> | <u>18</u> | <u>83</u> | <u>123</u> | <u>118</u> | <u>138</u> | <u>97</u> |
| Disposition Breakdown | | | | | | | |
| No Action/Dismissed | 40 | 5 | 34 | 30 | 42 | 37 | 57 |
| Letter of Counsel* | 1 | 1 | 19 | 21 | 24 | 12 | 14 |
| Letter of Warning* | 0 | 1 | 5 | 4 | 6 | 23 | 22 |
| Private Reprimand* | 6 | 6 | 2 | 23 | 17 | 3 | 23 |
| Public Actions*: | | | | | | | |
| Reprimand | 0 | 6 | 4 | 7 | 18 | 1 | 4 |
| Suspension | 0 | 0 | 2 | 39 | 1 | 1 | 5 |
| Revocation | 5 | 0 | 4 | 27 | 32 | 3 | 6 |
| License Downgrade | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Remedial Education** | 6 | 10 | 5 | 62 | 29 | 8 | 25 |
| Administrative Fine** | 4 | 10 | 3 | 63 | 31 | 8 | 34 |
| Follow-Up Actions | | | | | | | |
| Non-Compliance Suspensions | 0 | 0 | 2 | 0 | 0 | 13 | 13 |

* **Disciplinary Actions May Involve Multiple Complaints in One Settlement Order**

** **Included in Private Reprimands and Public Disciplinary Actions**